



Franklin County  
Department of Job & Family Services  
1721 Northland Park Ave.  
Columbus, Ohio 43229

**J O B   A N N O U N C E M E N T**

**POSITION TITLE:** Customer Support Specialist **PCN:** 101028  
(Bargaining)

**DEPARTMENT/LOCATION:** Northland Opportunity Center **P. R.:** 03  
Case Manager Unit

**REPORTS TO:** Case Manager Supervisor

**RESPONSIBILITIES:** Assist customers by determining eligibility for services. Refer customers to other service agencies as needed. Assist customers with locating a child care provider, cancel and reschedule appointments for case managers. Maintain unit control logs for walk-in intakes. Fill in statistics for unit reports. Complete mailings for W-4 alerts, child care reapplications, and other mailings. Follow-up on child care re-determination packages; propose termination and terminate when no response is received. Maintain supplies for use by unit staff. Collate packages related to application/reapplication of all programs. Mail packages and related material; stamp, sort and distribute mail.

**MINIMUM QUALIFICATIONS:** A high school diploma or GED is required; supplemented by six (6) months in customer service, office or clerical work experience; or any equivalent combination of training and experience.

**STARTING SALARY:** \$12.04 per hour, plus a Comprehensive Benefits Package  
180 day probationary period

**DATE POSTED:** Tuesday, July 19, 2016

**DEADLINE TO APPLY FOR INTERNAL APPLICANTS ONLY:** Monday, July 25, 2016

**DEADLINE TO APPLY FOR EXTERNAL APPLICANTS:** Monday, August 1, 2016

If interested, please go to <http://commissioners.franklincountyohio.gov/hr/> and apply on-line.

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